

Utah's 18th Annual

# HOMELESSNESS SUMMIT 2021




**WORKFORCE  
SERVICES**  
HOMELESS SERVICES



## AGENDA

**Thursday, November 4, 2021 – Day One**

**8:45-10:30 a.m.**

8:45 - 9:00 a.m.	• Welcome	Wayne Niederhauser	<a href="https://us02web.zoom.us/j/84365733292">https://us02web.zoom.us/j/84365733292</a>
9:00 - 10:00 a.m.	• Keynote	Dr. Sam Tsemberis 	
10:00 - 10:20 a.m.	• Question and Answer Session		
10:20 - 10:30 a.m.	Break		

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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10:30–11:30 a.m.

Workshops Day One	Presenters	Workshop Description	Zoom Link
<b>Lived Experience Panel</b> 10:30–11:30 a.m.	<ul style="list-style-type: none"><li>• Shailey Ovard</li><li>• Sally Shaum</li><li>• Katheryne Novick</li></ul>	In this workshop, a short PBS documentary called "A Home of Their Own," depicts the back story of three different families, all living at the Road Home Family Resource Center in Midvale. Each family fights to overcome the barriers they face in being homeless. After the documentary has commenced we will move to a Q & A panel for a deeper dive into the barriers faced by our homeless population. The host of the workshop, Shailey Ovard, who is also featured in the documentary, will share her perspective along with the film's director, Sally Shaum.	<a href="https://us02web.zoom.us/j/86900162252">https://us02web.zoom.us/j/86900162252</a>
<b>Red Barns Approach to Solving Homelessness</b> 10:30–11:30 a.m.	<ul style="list-style-type: none"><li>• Kevin Riehl</li><li>• Nathan Workman</li><li>• Shawn Miller</li></ul>	Red Barn and Therapeutic Communities as a solution to homelessness. What do we do and how we do it? Our students will illustrate these points.	<a href="https://us02web.zoom.us/j/83074208922">https://us02web.zoom.us/j/83074208922</a>
<b>Solutions for Overcoming Barriers to Housing</b> 10:30–11:30 a.m.	<ul style="list-style-type: none"><li>• Kevin Austin</li></ul>	Plan on presenting options to assist homeless households navigate the tough rental market and overcome barriers to housing.	<a href="https://us02web.zoom.us/j/89707841610">https://us02web.zoom.us/j/89707841610</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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11:40 a.m.-12:40 p.m.

Workshops Day One	Presenters	Workshop Description	Zoom Link
<b>How to Talk to Legislators: A Practical Approach</b> 11:40 a.m.-12:40 p.m.	<ul style="list-style-type: none"><li>• Senator Luz Escamilla</li><li>• Former Senate President Wayne Niederhauser</li><li>• Representative Steve Eliason</li></ul>	In this session, current and former legislators will discuss the best way to become an active and engaged participant in the legislative process and include personal narratives of how they have been approached by those looking to tell their story in a meaningful way.	<a href="https://us02web.zoom.us/j/89676161742">https://us02web.zoom.us/j/89676161742</a>
<b>Elevating the Voices of the Voiceless</b> 11:40 a.m.-12:40 p.m.	<ul style="list-style-type: none"><li>• Shailey Ovard</li><li>• Amelia Powers Gardner</li><li>• Jack Nelson</li><li>• Brian Higgins</li><li>• Pamela Atkinson as Mediator</li></ul>	When building community support for the homeless, service providers often take on the role of expressing the issues facing the homeless community. As service providers engage in this work, it is key to have an active presence of those with lived experience. Our panel will discuss empowering clients to participate in key conversations, give perspective on barriers that might prevent clients from participating, and how programs can work to ensure lived experience is present in working with the respective community.	<a href="https://us02web.zoom.us/j/81133821332">https://us02web.zoom.us/j/81133821332</a>
<b>UNA: Your Nonprofit Resource</b> 11:40 a.m.-12:40 p.m.	<ul style="list-style-type: none"><li>• Kate Rubalcava</li><li>• Brandy Strand</li></ul>	Nonprofits in Utah are the cornerstone of communities. We provide shelter, food and job training. We enrich the lives of our kids and elders. We help our furry friends get a second chance at life. Nonprofits are everywhere! The Utah Nonprofits Association steps in to provide resources, professional development and advocacy for nonprofits across the state so that leaders can focus on their mission. In this presentation we will share the many ways UNA supports nonprofits in Utah.	<a href="https://us02web.zoom.us/j/85366418761">https://us02web.zoom.us/j/85366418761</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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12:40 Break for lunch

1:40-2:40 p.m.

Workshops Day One	Presenters	Workshop Description	Zoom Link
<b>Utah Homeless Management Information System: Policy, Data Standards and User Feedback</b> 1:40-2:40 p.m.	<ul style="list-style-type: none"><li>Lynn Sharpe</li></ul>	In this session, we will review the recent updates to the Utah Homeless Management Information System (UHMIS) policies and data standards, focusing on how it impacts users who collect and enter data. This session will be a 'choose your own adventure' where attendees can vote on what we discuss. The session will end with some time for users to provide feedback on their experience with UHMIS, suggestions for improvement and questions.	<a href="https://us02web.zoom.us/j/87529977722">https://us02web.zoom.us/j/87529977722</a>
<b>UHMIS and Alternative Databases</b> 1:40-2:40 p.m.	<ul style="list-style-type: none"><li>Tim Savage</li><li>Kaleigh Bronson-Cook</li></ul>	<p>This session will provide you with information on why agencies use alternative UHMIS databases, considerations for using an alternative database, and how collected data can be used to coordinate services and improve reporting quality.</p> <p><b>Objectives:</b></p> <ol style="list-style-type: none"><li>1. Increase your understanding of how to establish or maintain alternative databases, maintain compliance, and keep data safe.</li><li>2. Increase your understanding of how an alternative database can be used to improve data quality across other systems.</li></ol>	<a href="https://us02web.zoom.us/j/84549470366">https://us02web.zoom.us/j/84549470366</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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1:40-2:40 p.m.

Workshops Day One	Presenters	Workshop Description	Zoom Link
<b>Creatively Telling the Data Story</b> 1:40-2:40 p.m.	<ul style="list-style-type: none"><li>• Captain Michael Giles</li><li>• Jojo Liu</li><li>• Jeffrey Ojeda</li><li>• Danica Bodley</li><li>• Tom Ross</li></ul>	A brief overview of how different programs approach the homeless system and the challenges of metrics and outcomes. What data is typically collected and how do you measure outcomes to show effectiveness?	<a href="https://us02web.zoom.us/j/88384349830">https://us02web.zoom.us/j/88384349830</a>

2:50-3:50 p.m.

Workshops Day One	Presenters	Workshop Description	Zoom Link
<b>An Open Conversation About Housing Discrimination</b> 2:50-3:50 p.m.	<ul style="list-style-type: none"><li>• Tony Milner</li></ul>	In a succinct 32-minute video John Oliver, an Emmy and Writer's Guild Award-winning writer, breaks down the long history of housing discrimination in the U.S. Specifically, the damage discrimination has done and what can be done about it. The facilitators will invite the audience to be part of an open conversation about housing discrimination focused on how past practices of discrimination created housing inequity for Black, Indigenous, People of Color (BIPOC) communities. The audience will also have an opportunity to learn about the steps the Salt Lake City Mayor's Office is taking to address equity throughout all city resources, services, and housing.	<a href="https://us02web.zoom.us/j/87995130198">https://us02web.zoom.us/j/87995130198</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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2:50–3:50 p.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Race and Housing: Practical Approaches to Inequity</b> 2:50–3:50 p.m.	<ul style="list-style-type: none"><li>• Heather Lester</li><li>• Joel Arvizo</li><li>• Nick Jackson</li><li>• Maya Reyna</li></ul>	This workshop will discuss fair housing's historical and day to day impact on marginalized populations, as well as what service providers can do to promote racial equity within their institutions and communities.	<a href="https://us02web.zoom.us/j/82971987504">https://us02web.zoom.us/j/82971987504</a>

## Friday, November 5, 2021 — Day Two

9:00–10:00 a.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Housing with a Deal Junkie</b> 9:00–10:00 a.m.	<ul style="list-style-type: none"><li>• Keith Warburton</li></ul>	Learn innovative ways to bring affordable housing to your communities.	<a href="https://us02web.zoom.us/j/83713775855">https://us02web.zoom.us/j/83713775855</a>
<b>How can Homeless Systems Help Fill the Housing Need? Examples of New and Emerging Practices</b> 9:00–10:00 a.m.	<ul style="list-style-type: none"><li>• Michelle Flynn</li><li>• Katy Miller</li><li>• Jeniece Olsen</li><li>• Carol Hollowell</li></ul>	Hear about how systems can be proactive in addressing and creating the kinds of housing needed to prevent and end homelessness. Panelists will discuss overall strategy, best practices in housing, using data to drive the types of housing needed and share examples of recent and emerging housing programs throughout Utah.	<a href="https://us02web.zoom.us/j/85316557361">https://us02web.zoom.us/j/85316557361</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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10:10-11:10 a.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Opportunity Starts at Home</b> 10:00-11:10 a.m.	<ul style="list-style-type: none"> <li>Tara Rollins</li> </ul>	How can we ensure people with the lowest incomes find a safe place to call home and add to their quality of life through better health, greater educational attainment, and stronger earnings? We have been working in silos long enough. Through understanding, "Opportunity Starts at Home," we can bring these silos together for a robust voice to increase affordable housing.	<a href="https://us02web.zoom.us/j/83680658977">https://us02web.zoom.us/j/83680658977</a>
<b>Communication Strategies for Nonprofits</b> 10:00-11:10 a.m.	<ul style="list-style-type: none"> <li>Emily Christopher</li> <li>Kelli Fratto-Bland</li> <li>John Youngren</li> </ul>	The goal of this session is to highlight high-impact communications strategies and tactics within owned, earned and paid media channels to empower nonprofits.	<a href="https://us02web.zoom.us/j/83043274476">https://us02web.zoom.us/j/83043274476</a>

11:20 a.m. -12:20 p.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Beyond Healthcare: Using the Social Determinants of Health Framework to Inform Supportive Housing Development and Service Delivery Models</b> 11:20 a.m.-12:20 p.m.	<ul style="list-style-type: none"> <li>Russell Opatz</li> <li>Zach Bale</li> </ul>	Medical care is estimated to account for only 10-20 percent of the modifiable contributors to healthy outcomes for a population. The other 80-90 percent are often referred to as the Social Determinants of Health — the subject of what we will be covering this session. We will discuss how this framework can help inform supportive housing activities, from designing service delivery models to developing new properties. Intended for direct service providers and administrators, this session will provide a brief overview of the Social Determinants of Health framework and strategies for incorporating it into supportive housing models.	<a href="https://us02web.zoom.us/j/87889974647">https://us02web.zoom.us/j/87889974647</a>

# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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11:20 a.m.-12:20 p.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Ogden Police Department Homeless Services Advocacy Program</b> 11:20 a.m.-12:20 p.m.	<ul style="list-style-type: none"><li>• Anna Davidson</li><li>• Nancy Griggs</li></ul>	Ogden Police Department Homeless Services Advocacy Program was developed to create cohesive pathways aligning two systems: law enforcement and social services. The program strives to establish a unified relationship between the individual, service agencies and law enforcement. Through this process Ogden Police Department has built rapport between officers and the homeless population creating positive working relationships, and hence, changing the narrative. The goals are to meet the individual, "where they are," determine appropriate first steps, help the individual navigate social support systems, remove barriers to problem-solving, and advocate for successful outcomes.	<a href="https://us02web.zoom.us/j/89651703414">https://us02web.zoom.us/j/89651703414</a>
<b>Mental Health Conditions: What are they?</b> 11:20 a.m.-12:20 p.m.	<ul style="list-style-type: none"><li>• Rob Wesemann</li></ul>	We will go over the primary diagnostic categories of mental health conditions, and discuss the similarities and differences. We will look at what symptoms differentiate behavior and diagnosis. We will also discuss how mental health conditions may affect our work, and what we can do to address these issues.	<a href="https://us02web.zoom.us/j/87408314939">https://us02web.zoom.us/j/87408314939</a>



# VIRTUAL HOMELESSNESS SUMMIT — AGENDA 2021

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11:20 a.m.-12:20 p.m.

Workshops Day Two	Presenters	Workshop Description	Zoom Link
<b>Recognizing and Dealing with Vicarious Trauma</b> 11:20 a.m.-12:20 p.m.	<ul style="list-style-type: none"><li>Alesia Wilson</li></ul>	Working in Homeless Services settings can be exciting, fun and rewarding! Yet it can also be difficult and sometimes disheartening. People experiencing homelessness include some of the most endearing and interesting people with whom we will ever work, but hearing about, witnessing, and working with their experiences of trauma and injustice can affect even the most positive and strongest amongst us. We can begin to show signs of vicarious trauma, which is the "process of change resulting from empathetic engagement with trauma survivors." This training will focus on how to recognize our own signs of vicarious trauma and ways of dealing with it.	<a href="https://us02web.zoom.us/j/83685808423">https://us02web.zoom.us/j/83685808423</a>
12:20 Break for lunch			

1:20-2:20 p.m.

Workshops	Presenters	Workshop Description	Zoom Link
<b>Meet the New State Homelessness Coordinator</b> 1:20-2:20 p.m.	<ul style="list-style-type: none"><li>Wayne Niederhauser</li></ul>	In his new role as the homeless coordinator, Wayne Niederhauser discusses his vision for the Office of Homeless Services and Homelessness Council.	<a href="https://us02web.zoom.us/j/84270542803">https://us02web.zoom.us/j/84270542803</a>

## VIRTUAL HOMELESSNESS SUMMIT – THANK YOU

**A special thank you to the Utah Homeless Network, Summit Planning Committee, for their work in putting on this year's Virtual Homeless Summit.**

### **Utah Office of Homeless Services Staff:**

- Tricia Davis
- Mary DeMasters
- Russell Goodman
- Zach Guthrie
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- Laine Meyers
- Kellie Koester
- Lynn Sharpe
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- Carol Nielson
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### **Department of Workforce Services Staff:**

- Christina Davis
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- Andi Beadles
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- Heather Hogue
- Karen McCandless
- Liz Donkersloot
- Shailey Ovard
- Pete Caldwell
- Rob Wesemann
- Tarra McFadden
- Tara Rollins

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## SPEAKER BIOS

### Joel Arvizo-Zavala

Dr. Arvizo-Zavala serves as a curriculum specialist and researcher with the Utah Division of Multicultural Affairs.

### Zach Bale



Zach serves as the Chief Program Officer of Housing Connect and Executive Director of Housing Connect Fund. He is a member of the Salt Lake Valley Coalition to End Homelessness Steering Committee, and co-chairs its Housing Core Function Group. Zach is a Licensed Clinical Social Worker with 20 years of experience in affordable housing, human services, fundraising and leadership development. He holds his Masters in Business Administration and Masters in Social Work from the University of Utah.

### Kaleigh Bronson-Cook

Kaleigh Bronson-Cook serves as the Awareness and Prevention Director of Canyon Creek Services

### Emily Christopher

Emily is a Digital Marketing Supervisor with Love Communications. She provides clients with organic and paid search SEO/SEM, content marketing, paid social, and media execution. A three-year Love veteran, she's had



the privilege of working with clients of all sizes, from SaaS companies, to CPGs, to travel and tourism, and local organizations. She got her start at Stryde, a local digital marketing firm, after graduating from the University of Utah with dual majors in strategic communications and Spanish.

### Anna Davidson

Anna Davidson is the Homeless Services Advocate for the Ogden Police Department. She graduated Cum Laude from Utah State University with a Bachelor of Social Work. She was recently accepted to Utah State University's Master of Social Work program and is excited to start in January 2022. Anna is an OWATC Foundation Board of Trustees Member. Anna has experience working with disadvantaged and troubled youth through juvenile justice, as well as youth with psychiatric and/or mental health issues through inpatient services. Anna has also worked with women with substance abuse issues, and she has experience in Home Health and Hospice. Anna owned and operated Jessie Jean's Cafe in Weber County for 20 years. She was a fierce advocate for changing the stigma surrounding mental health, addiction and homelessness through her cafe. She and her husband, Ron Davidson, created a safe space in Jessie Jean's and all were welcome. Through her cafe, she successfully operated a self-sustaining meal program in which they fed homeless and at-risk vulnerable adults daily. Anna's passion for offering services led her to meet with Ogden City and the Ogden Police Department, which ultimately resulted in creating the



Homeless Services Advocate position. Anna continues to be passionate about her advocacy for mental health, homelessness and addiction and changing the stigma.

## Luz Escamilla



Senator Luz Escamilla (UT-1) holds a Bachelor of Science degree in Business Marketing and a Master's degree in Public Administration from the University of Utah. In 2008, she was elected to the Utah State Senate representing Senate District 1, becoming the first Latina elected to the Utah State Senate and the first immigrant elected to the Utah State Legislature. She is serving her third term in the Utah State Senate. Senator Escamilla serves in the Senate leadership team as the Senate Minority Whip. She has served as Chair of NHCSL's Banking, Affordable Housing and Credit Task Force since 2018. In 2005 she was appointed by Governor Jon Huntsman as the first director for the State Office of Ethnic Affairs. In this position, she oversaw the directors of Asian, Black, Hispanic/Latino and Pacific Islander Affairs. She currently works as vice president for Zions Bank in the Community Development Group, representing Zions Bank in community and business relationships across Utah and Idaho. At Zions Bank, she has worked as director for the Business Resource Center, as well as the Hispanic/Latino Market manager. She has served in many capacities in different boards of nonprofit organizations and other agencies. She currently serves on the boards of Girls Scouts of Utah, Primary Children's Hospital, Rowland Hall, Days of '47 Rodeo as well as the Women in the Economy Commission.

## Michelle Flynn

Michelle Flynn serves as the executive director at The Road Home in Salt Lake City, Utah, and has worked to end homelessness and develop housing-focused programs for more than 20 years. The Road Home's mission is to help people end their homelessness and move back into our community. Prior to her tenure in



Utah, Michelle worked in advocacy and public relations in Washington, DC. Michelle has a bachelor's degree in Political Science from Drew University, Madison, New Jersey and a Masters of Public Administration from the University of Utah, Salt Lake City, Utah. She is committed to supporting The Road Home team and strong collaboration with community partners to decrease homelessness in Salt Lake County and the State of Utah. Her areas of expertise include low-barrier and housing-focused emergency shelter, rapid re-housing and permanent supportive housing, program evaluation and improvement and system level planning. Michelle places great emphasis on working with partners and helping to change systems that lead to homelessness and grow systems that increase housing stability. She is dedicated in all of her work to The Road Home's mission of helping people overcome homelessness and move to stable housing in our community.

## Kelli Fratto-Bland



One of Love Communications' earliest hires, Kelli has been key to the agency's growth in her more than 20 years with the firm. After a stint as an account executive for The Martz Agency in Phoenix, Kelli returned to Love in early 2006. She currently works on PR for many of the agency's key accounts including Big-D Construction, Utah Symphony – Utah Opera, United Way of Salt Lake, and HIV and Me.

Kelli is a graduate of the University of Utah and currently serves as a member of the Board of Trustees for Catholic Community Services. When she's not managing her accounts or the media, she's managing two boys (and sometimes three).

## Amelia Powers Gardner

Commissioner Amelia Powers Gardner is the first woman to be elected as Commissioner in Utah County. Prior to serving on the County Commission, Gardner was the Utah County Clerk/Auditor. As the Utah County Clerk/Auditor she oversaw a complete turnaround of a chaotic elections office and ran a successful 2020 Presidential Election during COVID. She has



been recognized as a national leader in Government Innovation and Technology and was recently named as one of Utah Valley's 40 under 40. Commissioner Gardner has over 15 years of experience in the private sector working in engineering, manufacturing, and business development, working with business plans of up to \$320 million. As the youngest of 5 children raised by a single mother in Utah County, Gardner has lived the realities of intergenerational poverty. Because of her firsthand experience, she has a passion for helping others climb the socioeconomic ladder. She is an elected official, community leader, business consultant, disruptive technology advocate, government innovation leader and mentor for career women. Amelia and her husband Tobin live in Pleasant Grove, Utah and have 6 children.

## Michael Giles

Captain Giles has been in law-enforcement for 25 years, with most of his time spent with the St. George Police Department on patrol. Other assignments have included Mountain Bike Patrol, Motor Unit, and Special Weapons and Tactics. For the last 9 years he has been the administrative services division captain.



## Nancy Griggs



Nancy Griggs is a homeless services advocate with the Ogden Police Department. She has over five years experience in Mental Health Court, Housing, Mobile Crisis, and Individual Skill Development Case Management and Peer Support Services. Nancy studied Social Work at Kaplan University. Along with work experience, Nancy Griggs has more than 10 years lived experience in homelessness, domestic abuse and substance use disorder. Since Nancy's sobriety date, July 29, 2009, she has worked diligently to dedicate her life to assisting and serving others through volunteer work in recovery

church programs, recovery committees and sponsoring individuals new in recovery. Nancy's passion to give back drives her each day to continue to do the next right thing.

## Brian Higgins

Brian Higgins is a creative imagineer and mental health advocate. Using creative expression through film, comedy, art and storytelling to shine spotlights on our shadows to end stigma. He is the founder of the nonprofit Mental Healthy F.i.T. (films, ideas & tips) and strives to change perspectives in the hope of making things better to help people. Find out more at [mentalhealthyfit.org](http://mentalhealthyfit.org). Higgins found his path to supporting marginalized communities and elevating mental health through lived experience. Originating from Northern Ireland during the turmoil of The Troubles resulted in a diagnosis of complex PTSD among other mental health issues. These blessings in disguise began a domino effect to homelessness. During this 18 month period, Higgins lived in various shelters and facilities. He believed there was no hope or pathway out of his situation until a moment of clarity revealed creativity as an outlet to open doors to mental wellbeing. With community help, he gained employment and began volunteering at emergency services at The Road Home in order to help inspire and motivate others to find their own path to success. After nine years of stability, along with many ups and downs, he still uses his experience in everyday life and is always there with an outreached hand for those in need.

## Carol Hollowell

Carol has lived in Utah since 2009. She has four grown boys, is expecting her first grandson any minute, and has a husband worthy of the title, "Saint of the Century," for being so dedicated to Switchpoint. Carol started Switchpoint in 2014 with the collaboration of the City of St. George. Loves the journey—lives to impact—laughs to keep going.

## Nick Jackson



Nick is a supervising attorney at the Disability Law Center, where his practice focuses on fair housing issues as well as preventing the abuse or neglect of individuals with disabilities. Prior to law school, Nick worked as a homeless youth outreach worker with VOA.

## Heather Lester

Heather Lester is currently serving as the landlord tenant mediator with Utah Community Action. She has worked in this position over the past four years, which includes volunteer work in and outside of Salt Lake County. Heather primarily assists with landlord/tenant de-escalations and negotiations relating to deposits, extensions, payment arrangements, fee waivers, Utah Fit Premise issues, resource referrals, nuisance and Fair Housing issues. She also dedicates a portion of her time to tenant education for internal clients, community agency referrals, court services and other agencies as requested. Additionally, Heather attends occupancy hearings for filed evictions within the court system to offer mediation services and recourse information as needed. Heather is very passionate about the practice and need for mediation, advocacy and facilitation in correlation with all housing-related matters in Utah. Heather graduated from Creighton University School of Law, Werner Institute Negotiation and Dispute Resolution with an emphasis in Organizational Development. During her time at Creighton, she gravitated and focused her efforts in the areas of social services, access to justice and online dispute resolution. In addition, she serves as the presiding chair of the online dispute resolution section with the Association of Conflict Resolution. Heather is passionate about the practice and need for mediation, advocacy and facilitation in correlation with all housing-related matters, homelessness and aging services.



## Katy Miller

Katy Miller is on the National Initiatives Team at the United States Interagency Council on Homelessness (USICH). She works across the Western U.S. with states and communities to implement best practice solutions to prevent and end homelessness. She works with local leaders to bridge efforts happening on the ground to the policy work that is taking place in Washington D.C. through the Council's 19 federal member agencies. Katy is based in Seattle, Washington and has worked to design and implement innovative solutions to homelessness for more than two decades.

## Shawn Miller

Hi my name is Shawn Miller. I am forty years old and am a moving company lead with Red Barn Academy. I was born in Provo, Utah and I have lived in Utah my entire life. I come from a home of drug use, alcoholism and violence. At 13 years old I found myself homeless due to violence at home. Because of this, I began using drugs and alcohol and bounced from couch to couch. I was in and out of juvenile detention for the next five years. As an adult, I was on and off drugs which led to more couch surfing and sometimes car thieving just to stay warm. I've been in and out of jail most of my adult life and sometimes, I even welcomed it. I now live here at the Red Barn and have found my purpose.



## Tony Milner



Tony Milner is the housing stability division director for the Salt Lake City Corporation.



## Jack Nelson

I'm Jack Nelson, 67 years old, married and have a little dog. My interests have always been art and music, as well as seeking the truths of life and empathizing with the hapless victims of the world. Unable to make a viable living pursuing my interests, I've always worked as needed in order to survive and make my way in life. Following a medical operation I lost my job in southern Utah resulting in the loss of the house we'd been buying. Too young to collect social security, we began a year of living in a small camp trailer bouncing from place to place due to zoning laws.

At age 62 I qualified for a small monthly amount of early retirement, but we'd been reduced to so little that there was really no recovering. We relocated to Salt Lake City at the invitation of a friend, but relations soon became strained largely due to her alcoholism and we had to move. We once again stayed with acquaintances, an arrangement which was very stressful and didn't allow us to make any progress towards independent accommodations.

We were extremely stressed by our situation and feared what loomed on our horizon. In my depression I considered suicide and reached out to suicide hotlines. This led to a procession of obstacles masquerading as help. Amazingly, through all the anguish of a hellish nightmare of homelessness with its related series of disjointed social programs, we were finally able to emerge.

We attained housing which has been truly wonderful. In the hectic process we somehow met Kelly Roemer with Salt Lake County's Aging and Adult Services who was instrumental in getting us into housing. She found our story interesting and compelling, leading to my involvement with the Homelessness Coalition. It's the details of experiencing homeless conditions, and those of people trying to navigate the social safety net, that I've tried to expose through describing my plight.

## Wayne Niederhauser



Wayne Niederhauser is the homeless coordinator for the Utah State Office of Homeless Services. He served in the Utah Senate for 12 and a half years, with six of those as senate president. Using a measured and collaborative approach to policy, he helped lead the state out of the Great Recession, sponsored a successful tax reform effort in 2007, and led major advances in government transparency and accountability. His public service now consists of serving on several nonprofit boards including the Board of Trustees at Utah State University, the Olympic Legacy Foundation, Columbus Community Center, the Utah Sports Commission, the Pioneer Park Coalition, the Salt Lake City-Utah Committee for the Games (Olympics) and is the co-chair of the Utah Debate Commission. Outside of public office, he is a certified public accountant and real estate broker. He co-owns and operates CW Real Estate Services, a full-service real estate company. He has a masters degree in accounting from Utah State University, where he met his wife Melissa Barrett. They have been married for 38 years and have five children and two grandchildren.

## Katheryne Novick

### Switchpoint

Katheryne moved to St. George with her family in March of 2012, and graduated high school and had her daughter Elorah in 2015. Due to years of domestic violence, she and her daughter became residents of SwitchPoint in 2019. Still remaining residents of St. George, to help bring awareness, help with the prevention of homelessness and help those currently experiencing, throughout 2021 she has and continues to participate in a few local and statewide committees/boards including LHCC for Washington County, the Housing Action Coalition for Washington County, the Formerly Homeless Board of Utah, the Prioritization Review Committee, and currently works full time for SwitchPoint!



## Jeniece Olsen

Jeniece Olsen currently serves as the deputy director of housing programs at The Road Home, where she has worked a total of 12 years. She is an LCSW and also completed a masters in international relations from the University of Queensland in Brisbane, Australia as a Rotary International Peace Fellow. Over the past two decades, Jeniece's work has focused on housing, homelessness and behavioral health both locally and abroad, including disaster recovery work. She is a strong advocate of Housing First as a primary intervention to resolve homelessness and seeks to incorporate innovative housing practices in her community.

## Russell Opatz

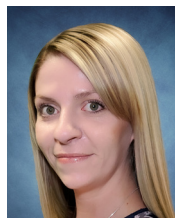
Russell Opatz has been with Housing Connect since 2013 and is currently serving as the supportive housing and services Director.



Russell has over 10 years of experience in human services with expertise in designing and implementing equitable and inclusive service delivery models that support individuals and families in maintaining stable housing while increasing self-sufficiency. Russell graduated from Warren Wilson College in Asheville, North Carolina with a degree in outdoor leadership.

## Shailey Ovard

Shailey Ovard is the director of the Formerly Homeless Board of Utah and is an individual with lived experience in being homeless. Shailey is featured in a PBS documentary called "A Home of Their Own", and she has partnered with many agencies including the Utah Homeless Network and Steering Committee. She is now a voting member of the CoC Ranking Committee where she ranks funding applications for homeless service providers in Utah basing her decisions off of apparent need, HUD requirements, and by utilizing her own lived experience surrounding homelessness issues.

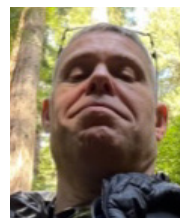


## Maya Reyna

Maya began working in homeless services over six years ago as a housing case manager for The Road Home. She later transitioned to Housing Connect's family self-sufficiency program, where she worked with households receiving Section 8 and/or public housing assistance. She later worked as a case manager on the SAIL team, one of Housing Connect's supportive housing programs. She currently serves as the program coordinator for the SAIL team. Maya's time in homeless services has culminated into a vast understanding of the barriers marginalized populations encounter and the importance of long-term, stable housing for individual success.



## Kevin Riehl



I am a graduate of the Delancey Street Foundation, the program that Red Barn is loosely fashioned after. I went to Delancey Street on October 21, 1997 and was there for four years. Before going there, I struggled with drug addiction and homelessness. Now, I have been substance-free for 24 years and work as a program manager at Red Barn Academy. I have worked with youth and families in the past but my passion is helping others with past experiences similar to mine.

## Tara Rollins

Tara Rollins is the first executive director of Utah Housing Coalition (UHC), a position she held for 17 years. Under Tara's leadership, the coalition became a strong and respected organization by growing its membership to over 125 members. UHC, alongside its partners, increased education on tenants' rights and responsibilities. Prior to UHC, Tara worked at ASSIST Inc., a community design center for 10 years where she helped low-income homeowners with emergency home repairs. Tara holds a bachelors in interdisciplinary health recreation and physical education. From New Hampshire, she moved here with her husband 25 years ago to ski the powder of Utah.



## Tom Ross



Tom Ross is the executive director of the Commission on Criminal and Juvenile Justice for the State of Utah. He served 34 years in law enforcement in Bountiful City with 14 years as the chief of police. He also served as president of the Utah Chiefs of Police Association for five years. During his tenure as president, he worked closely with legislators and stakeholders on numerous legislative issues impacting

all facets of criminal justice. Director Ross has served on several boards and committees for civic organizations and social service providers with an emphasis on two of the most prevalent issues influencing the criminal justice system: substance use and mental health. He was instrumental in developing a variety of programs to address these issues, including creating mobile crisis outreach and establishment of a criminal justice receiving center designed to serve individuals seeking help.

## Kate Rubalcava

Chief Executive Director- Utah Nonprofits Association

Kate Rubalcava, a Utah native, is an experienced professional with roots in community activism and resident leadership that has led her along a two-decade career working in the nonprofit sector. Her career, prior to joining the UNA in 2016, includes leading a statewide coalition to provide earned income tax credit outreach and free income tax preparation. She has established community schools, served as a Peace Corps volunteer in the sister island nation of St. Kitts-Nevis, promoted higher education, and worked to increase community engagement. She has also been an adjunct faculty in the School of Education at Westminster College. Presently as the chief executive officer of the Utah Nonprofits Association, Kate leads a dynamic team that diligently works to provide training and resources, cost savings benefits, and sound nonprofit-friendly policies and legislation on a state and federal level. During her tenure she has grown UNA's revenue by 14 percent, doubled the staff, widened the reach and scope of the work, and started an endowment;

solidifying the future of the UNA. At present she is leading the board and staff in the organization's quest to be a Race, Equity, Diversity, and Inclusion (REDI) focused organization. Kate is also an active member in her community. She has served on a variety of nonprofit boards, committees and held various volunteer jobs. Presently her volunteer and service engagements include serving as secretary and board member for the National Council of Nonprofits, located in Washington, D.C. She serves on the Alumni Leadership Council for Salt Lake Community College. She is a mentor with Casa Quetzalcoatl focusing on the Education and Business Chinampa. She has an Associate Degree in Criminal Justice, a Bachelor of Science Degree in Political Science and a Master of Education Degree in Educational Leadership and Policy, each obtained by Salt Lake Community College and the University of Utah, respectively.

## Tim Savage



Tim Savage, MCED, is the director of strategic program operations at Peace House in Park City. He began his career by working for the Salvation Army and providing dinner and basic needs to the homeless on Rio Grande Street nearly 20 years ago. Since then, he has worked with various homeless populations including veterans, families, and domestic violence survivors, all while advocating for housing as a human right. He has managed several housing/program funding resources such as VA Grant and Per Diem, HOPWA, HOME TBRA, ESG, EFSP, CDBG, CSBG, VAWA, VOCA, S+C, SHP, TANF, PAHTF, SASP, and understands the importance of developing the key tools for tracking and reporting data. Additionally, he has worked in a number of different databases including Client Track and Apricot. Along his professional journey, Tim has found time to help his partner raise three children, run a small construction company, and provide business mentoring at the Suazo Business Center.

## Lynn Sharpe



Lynn Sharpe has worked in homeless services for over ten years and has served people living in homelessness in many capacities. Lynn started on the front lines by doing intakes into an emergency shelter, later became a case manager, and now is a UHMIS system administrator with the Utah Office of Homeless Services. Lynn focuses her time on everything that impacts UHMIS data quality, including training, system design, monitoring and reporting. Lynn's passion is to support those serving people who are homeless or formerly homeless by constantly working to reduce the data entry burden put upon them.

## Sally Shaum

Sally Shaum is a Director with KUED TV who directed and produced the PBS Documentary, "A Home of Their Own." Sally is well known for her compassion and for her incredible knack for piecing together many adored and influential films and documentaries.



## Brandy Strand

Brandy joined the Utah Nonprofits Association team in November 2018 as the director of community relationships. She has a Bachelor of Science in Psychology and a Bachelor of Science in Sociology from the University of Utah and is proud to be the first college graduate in her family. Throughout her education and professional experience, Brandy has been dedicated to having a positive impact in the world. Her work in the nonprofit community has led her to her life's passion: making our world a safe and happy one. Prior to joining the UNA team, Brandy managed statewide membership services, created trainings, managed large events, helped to shape organizational policy and contributed to strategic planning efforts.

## Rob Wesemann



Rob Wesemann, CMHC, is the executive director of National Alliance on Mental Illness Utah. Rob is currently a licensed clinical mental health counselor, and has worked with individuals with serious mental illness for nearly 20 years. Rob is a member of USAAV+ Mental Health and Substance Abuse Advisory Committee, and is a member of the NAMI National Executive Director Advisory Committee.

Rob also is co-chair of the Salt Lake Valley Coalition to End Homelessness. In his spare time, Rob works as a master scuba diver trainer, certified by the Professional Association of Diving Instructors, and helps his wife run their scuba diving business. He has three children and lives in Salt Lake.

## Alesia Wilson

Alesia graduated from Utah State University with a Bachelor of Social Work in 1995 and received her Master of Social Work from the University of Utah in 1999. She began as a case manager at The Road Home (formerly Travelers Aid Society) in 1995 and left in 2000 to work at Cornerstone Counseling Center as an adolescent substance use treatment therapist. In 2006, she returned to The Road Home. She is currently the clinical director of Housing Programs at The Road Home where she provides clinical consultation and training for staff and therapy for clients.



## Nathan Workman



My name is Nathan Workman, or "W", and I am an intern manager at Red Barn Academy. I was born in Provo, Utah and have spent 21 years in prison, federal and state institutions. After being released in 2016, I chose to be homeless to keep on using drugs and running from any discomfort or feeling I was going through. Before coming to Red Barn academy my life was filled with addiction and

homelessness. I felt like everywhere I went I was judged and looked down on because of my past and my behavior. I have learned since coming to Red Barn that I, "me," am the problem. Accepting responsibility and taking accountability for my actions by working hard and identifying the behaviors that have caused me to be okay with addiction and homelessness for so long. I have been here for 20 months working my tail off and learning and growing. The best part about my life these days is that it's not about me anymore. "It's what I can do to help." I'd like to look back some day and be proud of the life I've lived and, "Make a difference."

## John Youngren



John found his way into the ad agency game nearly two decades ago and has been an integral part of the Love Communications team for more than 17 years. Here, he oversees public awareness accounts, PR and content development and has directed award-winning campaigns for many of the agency's major clients, including United Way of Salt Lake, SUWA, The Salt Lake Tribune, KSL-

Channel 5, KTVX-Channel 4, the Utah Department of Health and City Creek Center, to name just a few. He also does a little copywriting, oversees some video production and dabbles in agency management. His oversight of media campaigns in 2010, 2012, 2014 and 2016 has led to some 24, "Pollie," honors from the American Association of Political Consultants (AAPC), including two, "Best in Show," awards in 2017. A University of Utah graduate with a degree in English and Communication, John is a previous member of the U's Alumni Association Board of Directors, a previous president of the U's Young Alumni Association Board of Directors and has served as an Associate Instructor for the U's Department of Communication since 2014. In 2013, John was named, "Professional of the Year," by AAF-Utah.